



## *Quick Hit: Definition and Examples*

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### **Purpose**

Use this list to identify and qualify potential quick hit projects. Remember to customize this list to the specific client environment prior to any Implementation Planning Sessions.

### **Quick Hit Project Definition**

*A quick hit project is one that the client can begin immediately and provides benefits within three months from the project start date.*

To provide benefits within a short time frame, the project must:

- Be limited in scope
- Require minimal investment of time, staff, and money
- Be non-controversial and readily accepted by the client

Many of the examples listed below could qualify as quick-hit projects in some environments but not in others – it all depends on the particular situation.

### **Examples of Quick Hit Projects**

#### Work Flow

- Create and implement a small number of procedures for a process that is limited in scope
- Change an existing procedure or set of procedures
- Eliminate a handoff
- Eliminate steps or a whole procedure
- Eliminate an unused report
- Create a job aid (e.g., desk guide, laminated card)
- Provide existing procedure training to staff members who never received it or who have forgotten key points

#### Organization Design

- Change an existing responsibility
- Reassign a responsibility to a different client staff member
- Reassign a position to a different manager
- Send inexperienced client staff members to a core skill training class (e.g., customer service skills)
- Create a performance standard and a corresponding measurement, or change an existing one
- Create an interim system to recognize (i.e., in a non-monetary way) achievement of performance objectives

#### Technology



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- Install or upgrade hardware:
  - PCs for client staff members who do not have them
  - Memory and disk upgrades for workstations and servers
  - Local printers
- Purchase and install new software:
  - Standard personal productivity software (e.g., Microsoft Word, Excel)
  - Application packages that can be quickly installed and used as is, without creating interfaces to existing systems
- Purchase and install information resource tools (e.g., CD-ROM catalogs and libraries)
- Make small changes to existing systems:
  - Change reports or create new ones
  - Change on-line screens or create new ones
  - Create an automated interface between applications, or change an existing one
  - Add a critical data element to an application
- Train users on system functions they have but do not know how to use

### Other

- Change a policy
- Relocate local client staff members or available equipment if doing so requires no significant travel or real estate build-out